

**Q & A**  
**based on responses from**  
**793 Plan Survey**

People who responded to the 793 Plan Survey had questions, suggestions, concerns and/or comments related to, but outside of the objectives to the new 793 Plan. Below you will find the following topics with information or answers to the actual comment/questions made by the person(s) – if more than one person had a question or comment regarding the same thing, the comments are all together (A. B. ....):

1. CoSer and aidability clarification for services
2. Services the WNYRIC already provides of which people may be unaware
3. New services
4. Smart Schools Bond Act
5. WNYRIC support of the future broadband
6. Research and development
7. Professional development
8. CSLO
9. Communication (Please note that this was a common concern so effective communication was added as a goal for each objective in the new 793 plan. The list contained here will be the first things communicated to the field)
10. Miscellaneous

Please let us know if you have any other questions, suggestions, concerns and/or comments.

Thank you

WNYRIC Leadership Team

Carol Barber  
COO & Deputy Superintendent  
([cbarber@e1b.org](mailto:cbarber@e1b.org))  
716-821-7022

Barbara Mocarski  
Executive Director, Systemic Initiatives for School Improvement  
([bmocarski@e1b.org](mailto:bmocarski@e1b.org))  
716-821-7382

Rosanne Huffcut  
Associate, Director, K-12 Education Support Services  
([rhuffcut@e1b.org](mailto:rhuffcut@e1b.org))  
716-821-7028

Jill Holbrook  
Associate Director, Technology (Infrastructure)  
([jholbrook@e1b.org](mailto:jholbrook@e1b.org))  
716-821-7220

Jan Mathis  
Associate Director, Operations  
([jmathis@e1b.org](mailto:jmathis@e1b.org))  
716-821-7209

Michelle Okal-Frink  
Associate Director, Instruction Technology Research and Innovation  
([mokal@e1b.org](mailto:mokal@e1b.org))  
716-821-7200

Julianna Sciolino  
Associate Director, Instructional Technology Resources and Professional Development  
([jsciolino@e1b.org](mailto:jsciolino@e1b.org))  
716-821-7371

## CoSer and Aidability Clarification for Services

Throughout the responses to the 793 Plan survey, there were questions and misconceptions around different services and their aidability. The following is information regarding the differences between the WNYRIC CoSers/ services and BOCES CoSers/services and their aidability.

A Regional Information Center applies for and gets approval for their CoSers through the BOCES in which they are housed. The following is the link to the CoSers available to BOCES and the guidelines created by NYSED:

<http://www.p12.nysed.gov/mgtserv/boces/handbooks/HANDBOOK2-November2010-Updated.pdf>

### **Erie 1 BOCES CoSers offered regionally through WNYRIC Services:**

The CoSers used by the WNYRIC for the provision of service which includes the necessary hardware and software are:

1. **7710 – Computer Services – Management**  
BOCES deploys and maintains central and distributed computer hardware, software, and networking resources to support the use of applications which assist in the management of school districts.
2. **6360 – Common Set of Learning Objectives**  
Instructional Technology for classrooms/labs/student use. Districts may participate in a variety of Services focused on increasing technology literacy, knowledge, and skills, including the infusion technology into the curriculum. All professional development opportunities are developed under the framework of ISTE standards and integrate NY State standards when appropriate to increase student achievement.
  - Must be accompanied by professional development under the Model Schools CoSer 6368
3. **6320 – Library Automation**  
BOCES operates a library automation and data base service designed to provide an integrated regional data base, on-line catalog, circulation management, records conversion and inter-library loan system for two or more districts.
  - This CoSer is not offered to the GST districts as they have their own library automation through GST BOCES
  - This CoSer is not addressed in the new 793 Plan

**All other CoSers/Services that are available to your district are provided by your local BOCES**

**The following are comments entered in the survey about provisions that do not fit under the WNYRIC CoSers or which are clarified by the CoSers** (for further information or questions, please contact Carol Barber ([cbarber@e1b.org](mailto:cbarber@e1b.org)), Barb Mocarski ([bmocarski@e1b.org](mailto:bmocarski@e1b.org)) or your CSR: (Maureen Taylor (716) 821-7447, [mtaylor@e1b.org](mailto:mtaylor@e1b.org), Erie 1 and Orleans/Niagara Regions; Jennifer Lilly (716) 923-655, [jlilly@e1b.org](mailto:jlilly@e1b.org), Erie 2 Region; Jean Rexford (716) 923-6515, [jrexford@e1b.org](mailto:jrexford@e1b.org), Cattaraugus/Allegany and Greater Southern Tier Regions):

1. **The cost effectiveness of EES is inarguable. An arrangement is needed that consolidates/aggregates hardware demand to secure advantageous pricing (regardless of funding source). This would be of enormous benefit.**  
One of the keys to the EES pricing is the Statewide collaboration among the 12 RICS for a lower volume based price. Many of our prices are based on this collaboration. All hardware and software provided under the CoSers and eligible for BOCES aid must be purchased with funds which are not eligible for other aid. NYSED has advised us that since we are not in the business of the provisioning of hardware/software like a vendor, but instead a service that requires hardware and software, that straight purchasing for capital project equipment, for example, is not allowed. WNYRIC staff can assist with research, planning and equipment specification but the PO must be from the district. Exceptions were sought from NYSED for MS voucher purchases which they did allow to be done through BOCES in a non-aided scenario. They also allow software to be procured in a non-aided manner, if it is part of the ongoing contract consortium pricing that a district does through BOCES.
2. **Make the standards more flexible. If one RIC offers a service they should all offer the same service and support. There are several ways to save money but if something isn't supported you can't purchase it because we need the BOCES Aid. Decisions shouldn't have to go to a standards committee, Can't we just purchase through BOCES so we can get the state aid?**  
The Standard's Committee is a required component of the 793 legislation that the WNYRIC operates under. The Standard's process allows for more diverse options to be made available to school districts. If we only relied on bidding, we would have to take the lowest cost product only. The CoSers also require standardization for cost effectiveness and to assure the operation of the shared network resources throughout the region. BOCES are not allowed to simply sell hardware and software without the district participating in the service provided under the CoSers where the equipment is the tool. The Standards approval process assures that the equipment works effectively on our network, for that service and can be effectively supported. For more information on the Standards Committee Charter and rationale for adding or deleting standards items click here: <http://www.e1b.org/WNYRIC/AdvisoryGroups/StandardsCommittee.aspx>

3. **A. Environmental controls for districts. B. District Safety and security**  
WNYRIC does provide services to support surveillance cameras, ID cards for cafeteria systems, and other various security aspects where they attach to the network by use of an end user device. We are able to have a service provided by BOCES around the provisions of that hardware. Johnson Controls and those types of things are district specific and not shared.
4. **Why is Project Lead the Way not available?**  
PLTW program available through the Rochester Institute of Technology and they are the only certified individuals allowed to provide professional development around the program. Districts are able to purchase hardware that meets PLTW specifications through CSLO as they do not differ from most of the typical needs a district may have.
5. **Why are you so far behind on some of these things? Android is over 80% of the market, but you are just now starting to talk about it. Support more products without making forcing me to use a square peg in a round hole. Lightspeed is great, but is there something better? Why are you not yet utilizing systems districts already have in place (SCCM) for MDM? Why reinvent the wheel?**  
In 2014 the RIC was able to begin working with districts using Android devices that utilized the Google Management System and Google Play. In the past, because Android devices are consumer devices and there was no procurement method available to districts or the BOCES that were through a purchase order process. We were unable to support the devices. The procurement situation causes issues for several districts and BOCES throughout NY State that resulted in thousands of dollars being used inappropriately or charged to individual credit cards. The number of issues with the operating system also delayed the support of these products. With the introduction of Google into the Android arena we've been able to pilot devices in districts as well as assist with supporting the devices in districts. We currently have 5 districts piloting the Google Android devices during the 14-15 school year and others are welcome to sign up for 15-16.
6. **Equipment for at home students such as VGO, Google hangouts etc.**  
Equipment can be signed out by the district to a current student in inventory for home use. It is the district's responsibility to inventory to that student's home and support that piece of equipment as far as having it brought in regularly for maintenance etc. It follows the same parameters for inventory assignment/disposal etc. as any BOCES equipment located at the school building would.
7. **This goal is dependent on the infrastructure in the school district. The best thing the WNYRIC can do is create CoSers that allow school districts to purchase equipment that qualify for BOCES aid.**  
WNYRIC operates both CoSers that allow for the provision of equipment and software for management and instructional use in a school district, both of which are qualify for aid.

**Comment on CoSers that is not provided by the WNYRIC, but instead offered by a district's local BOCES:**

1. **Simple and cost effective distance learning alternatives to assist districts whose program offerings have been curtailed by budgetary considerations. Simple and cost effective should be applicable to districts who wish to either consume or produce distance learning offerings.**  
Distance Learning is a local BOCES CoSer. Each local BOCES has a service designed to support the needs of their component districts. All of the BOCES located in the WNYRIC region belong to the WNYDL Consortium where the local BOCES work together to expand what they are able to offer individually.
2. **E1B's diminished Distance Learning service warrants the need for you to somehow continue to pay SPECIAL attention to the needs of the local BOCES whose DL and Media services are robust. I fear that the lack of a real Erie 1 DL service will find us with less and less representation/focus, which has the serious potential to damage our services.** Although E1B has a diminished number of the traditional DL rooms, Erie 1 BOCES does have, as a local BOCES CoSer, robust DL and Media services that support the requests of the Erie 1 BOCES component districts. Members of the WNYRIC team attend WNYDL Consortium meetings (and will continue to do so) so that the needs and concerns of the consortium are addressed. Members of the WNYDL Consortium are also members of advisory groups to receive the information and make recommendations to the committees.

## Services the WNYRIC Already Provides of Which People May Be Unaware (click on service code to take you to the service directory)

### 1. **Provided secure and cost effective access to web based applications through SSL (secure socket layer) wildcard certificates**

As more applications move to the web, the need for SSL certificates becomes a necessity. Rather than having to select the proper security level for each and then purchase individually, this service allows for a single robust SSL certificate which can be utilized on multiple applications.

This services is [650.871](#) - SSL (Secured Socket Lay) Certificate – contact Lynn Reed for more information ([lreed@e1b.org](mailto:lreed@e1b.org))

[650.871.30](#) – SSL 40 Bit Certificate (Secured Socket Layer)

[650.871.31](#) – SSL 128 Bit Certificate (Secured Socket Layer)

[650.871.32](#) - (Secured Socket Layer) 128 bit District Wildcard Certificate

[650.871.33](#) - (Secured Socket Layer) 128 Bit Shared Wildcard

### 2. **A. Support for ClassLink Launchpad; B. Remote access for all constituent groups (includes students) to in-district resources (especially file shares). C.; Other than Stoneware and Classlink, we do not have any VDI options from WNYRIC. Why not offer Citrix/Microsoft/VMware?**

We have two solutions for remote access of district resources. Classlink is [550.061.19](#). We also support Stoneware which is [650.899](#). For more information, contact Michelle Okal-Frink ([mokal-frink@e1b.org](mailto:mokal-frink@e1b.org)) Citrix, Microsoft Terminal Server and VMWare and thin clients are all supported through WNYRIC Standards. Buffalo Public Schools has been looking to pilot their VDI environment with local schools, but the 2 that were interested backed out of the pilot. If any district is interested please contact Jill Holbrook or Michelle Okal-Frink.

### 3. **A. Include a wireless survey/audit in any wireless project or add it to the existing service. It shouldn't cost thousands of dollars for this survey. Wireless vendors provide this service for free. If you need more people than hire more people to support our networks..... B. Continued auditing of the wireless environment and suggestions following each audit will be very helpful as districts expand their reliance on wireless networks.**

If you are doing a wireless project, a wireless survey is recommended. The Wireless Network Survey is 650.840.60 is priced per building for scalability and the price is based on time incurred. Vendors may be able to provide it for free but that it is included in the price of what their costs which is at a higher cost than you purchase it through the WNYRIC. Also, the product from a vendor is not the same as the Ekehau reports the WNYRIC provides which are more robust, are on district architectural drawings and are instructionally based. For more information, contact your CSR, Sherry Wyckoff-Bauer ([swyckoff@e1b.org](mailto:swyckoff@e1b.org)), Jan Mathis ([jmathis@e1b.org](mailto:jmathis@e1b.org)), Scott Decker ([sdecker@e1b.org](mailto:sdecker@e1b.org)) or Terry Caleb ([tcaleb@e1b.org](mailto:tcaleb@e1b.org))

### 4. **.....Is WiFi on school busses really needed?**

For those rural districts that students are on the bus for long periods of time, it capitalizes on this time for students to be able to do school work. It also provides an avenue for appropriate activities needed by our special education students. This is currently a pilot through CA BOCES.

### 5. **1:1 Policy Standardization**

When a district is considering going to 1 to 1, Michelle Okal-Frink meets with appropriate members of a district to explain the different implications that going to 1 to 1 have on a district which includes the policies that need to be addressed. Erie 1 BOCES Policy Services has provided templates for these policies. All network and security policies are determined by best practice and regulations. For more information, contact Michelle Okal-Frink ([mokal@e1b.org](mailto:mokal@e1b.org)) or Policy Services ([jhallgren@e1b.org](mailto:jhallgren@e1b.org))

### 6. **A. Support for loading of apps on mobile devices; B. Why are you not yet utilizing systems districts already have in place (SCCM) for MDM? Why reinvent the wheel?**

Currently, in addition to the initial MDM installation and support, we also offer the following services (for more information, please contact Scott Przywara ([sprzywara@e1b.org](mailto:sprzywara@e1b.org)) or Michelle Okal-Frink ([mokal@e1b.org](mailto:mokal@e1b.org)):

[650.0661.21](#) - WNYRIC Device Support

This optional service is for districts who prefer to have WNYRIC staff do the tasks involved in mobile management including: service desk support, technical support, loading/removing apps, filtering, profile/policy management, MDM agent distribution and management of iTunes account(s). The configuration of services is dependent on the capability of the MDM software. Price will be determined through planning dependent on the amount of tasks the district wants WNYRIC to perform on the chosen options.

[650.066.22](#) - Additional MDM Options for BOCES Support

MDM options for BOCES support - this optional support covers mobile application management tasks such as: end user broadcasts, customized view of management support system, basic reporting, asset inventory, over the air (OTA) configuration, profile enforcement and security management (with remediation) performance monitoring and proactive reporting, location services. The configuration of services is dependent on the capability of the MDM software. Price will be

determined through planning dependent on the amount of tasks the district wants WNYRIC to perform on the chosen options.

**7. Why are you so far behind on some of these things? Android is over 80% of the market, but you are just now starting to talk about it.....**

Until recently, we weren't able to filter the androids which we are required to do by regulation/law. Our teams continue to look for solutions to these issues and then test the solutions to make sure that they do indeed work. Until we have a complete solution, we do not offer it to districts. In 2014 the RIC was able to begin working with districts using Android devices that utilized the Google Management System and Google Play. In the past, because Android devices are consumer devices and there was no procurement method available to districts or the BOCES that were through a purchase order process we were unable to support the devices and purchasing. The procurement situation has caused several issues for districts and BOCES throughout NY State that resulted in thousands of dollars being used inappropriately or charged to individual credit cards. The number of issues with the operating system also delayed the support of these products. With the introduction of Google to the Android arena we've been able to pilot devices in districts as well as assist with the support of these devices. We currently have 5 districts signed piloting during the 14-15 school year and others are welcome to sign up for 15-16.

**8. A. .... Support more products without making forcing me to use a square peg in a round hole. Lightspeed is great, but is there something better?**

Using Lightspeed for content filtering was part of a selection process based on district input through a survey. This solution is utilized throughout NY State and is educationally based. It allows for delegated reports, more independent management by school districts and has some filtering capability of mobile devices off campus.

**9. Print Management is upcoming???? Where was this 5 years ago?**

WNYRIC started encouraging print management when high speed network digital printers (HSNDP) were added to the list of approved hardware years ago. See the "new services" area for more information.

**10. Increase consultant opportunities from BOCES to help optimize district long-term planning (we need to include the techs in the fields in on this one). B. 3 funding streams and how to capitalize on them. C. If and when NYS moves to a CBT model, we would need to consult with BOCES to insure that we could meet the technical demands.**

We have many services around planning. If you would like customize planning, please contact your CSR (Maureen Taylor (716) 821-7447, [mtaylor@e1b.org](mailto:mtaylor@e1b.org), Erie 1 and Orleans/Niagara Regions; Jennifer Lilly (716) 923-655, [jlilly@e1b.org](mailto:jlilly@e1b.org), Erie 2 Region; Jean Rexford (716) 923-6515, [jrexford@e1b.org](mailto:jrexford@e1b.org), Cattaraugus/Allegany and Greater Southern Tier Regions ) with your needs and they will set up the meeting with the appropriate personnel. Some of our planning services are:

[535.006.04](#) - Long-Range Planning/Facilitation

This service may include planning for long-range district initiatives or facilitation of the planning for long-range district initiatives (for Erie 1 BOCES component districts only – if you are not an Erie 1 BOCES component, please contact your local BOCES for instructional long range planning)

[550.050](#) - Planning Services

This service is designed to assist the school district in the development of a technology plan to link curriculum, assessment, and instruction with technology. A long-range technology plan should address such issues as: district vision; data collection, analysis and reporting; uses of technology to support learning; equipment, wiring and software; implementation; staff development; support; funding; evaluation; along with communication of the plan to all stakeholders.

[550.880](#) - Instructional Local Area Network Planning

This service provides the design of an implementation plan based on the district technology plan. Local area network design is one item addressed by this service. The implementation service assigns a planning team to assist the school district in acquiring hardware and software as outlined in their district technology plan. The planning team will assist in the planning and scheduling of training as required by the plan.

[550.880.71](#) Instructional LAN Planning for Technology Projects

Planning support for WNYRIC staff in the implementation of instructional technology projects. (MPNs)

[550.880.72](#) Instructional LAN Planning as Requested

This service provides for high level technical consulting for project planning.

[550.885/650.885](#) Network Consulting, Management and Planning

Network consulting, management and planning in support of major district projects and/or ongoing network growth and development. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service may include consulting with other agencies employed by the district as needed.

[650.785](#) Long Range Planning Service

Technology plan development to link administrative and/or management needs to technology.

[650.839](#) District Hardware & Software - Aidable

This service provides budget planning for software and hardware necessary for a WNYRIC service.

[650.840.44](#) WAN Consulting, Management

Network planning, advice and consultation in support of major district projects and/or on-going network growth and development are provided. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service includes consulting with other agencies employed by the district as needed.

#### [650.880](#) Planning and Install Services

This service provides an implementation plan based on the district technology plan. Local area network design is one item addressed by this service. The implementation service assigns a planning team to assist with coordination of hardware and software acquisition as outlined in the school district's technology plan. Note: If the project is not implemented by the district, the RIC will assess and bill for the project design time at a prorated cost.

#### [650.889.20](#) Network Consulting Management and Planning

This level provides network consulting, management and planning in support of major district projects and/or ongoing network growth and development. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service may include consulting with other agencies employed by the district as needed.

11. **A. Power management using MS product B. ....Please stop using TEM. I have no interest in this with SCCM being part of EES WNYRIC has built two enterprise environments, Microsoft SCCM and IBM TEM and they can coexist on a computer together without a conflict. IBM's TEM reporting features are more user friendly than the Microsoft SCCM product, although we are also offering the Life Cycle Service ([650.900.01](#)) using SCCM. IBM TEM was purchased from a grant so it is free to districts and was designed and built prior to Microsoft SCCM being available in its current or future form.**

12. **A. Better SIF and DIMS inter operation to improve data; B. Better data integration services between applications and state reporting flow is essential; C. Improving the data collection and reporting process would be the highest priority; Data Integration and SIF are important. Continue to work toward a Regional or State student ID number.**

Your CSR can arrange a meeting with our data team to discuss your needs for data integration services. Most of the data reporting processes are determined by SED. Our teams are available for assistance to help in the data collection and reporting processes. The following are some of the services that we offer regarding data integration and the instructional uses of data together with the contact person if you need additional information

[535.072](#) – Data Integration & Analysis Service – contact Juliana Sciolino ([jsciolino@e1b.org](mailto:jsciolino@e1b.org))

Please note: This is a service for Erie 1 BOCES components. Please contact your local BOCES for this service.

Erie 1 BOCES school improvement services provide district data consulting to support district personnel in local and state data reporting and analysis. Areas of consultation include:

- Comprehensive district planning & analysis using data
- Inquiry team - Data Driven Instruction (DDI)
- Workshops, trainings & webinars

These services require that a data consultant meet with the district to determine the actual number of days these services would require for your district (Data Systems Audit). These services may be done at the Erie 1 BOCES Education Campus or in district as needed.

[650.100.31](#) - eSchoolData Extended Support and [650.200.63](#) PowerSchool Extended support student information systems.

This service provides for a member of the student services support team to be on site in the district to help the district make the most of their student system. The service is defined based on district need and can include implementation of new modules, as well as, oversight of data entry to ensure requirements for state data collection are followed. The extended support can also include assisting the district data coordinator with process and procedure to meet timelines for state data reporting. The team member will act as a liaison with other WNYRIC application support teams and district staff to ensure consistency and best practice for data between systems while being mindful of data security best practices.

Contact Joann Lukasiewicz ([jlukasiewicz@e1b.org](mailto:jlukasiewicz@e1b.org))

[650.697](#) - SIF School Interoperability Framework Service is now the SIF and student data integration service as the service will include best process for data integration based on the application requirements. The student team will analyze the applications, determine best process and implement an integration strategy using the appropriate tool(s). Contact Joann Lukasiewicz ([jlukasiewicz@e1b.org](mailto:jlukasiewicz@e1b.org))

[650.100.51/650.100.53](#) - eSchoolData Automated Data Extracts – contact Susan Brady ([sbrady@e1b.org](mailto:sbrady@e1b.org))

WNYRIC automates data exports from eSchoolData and distributes files to a third party vendor's site via SFTP or to a designated location in district. Automated data extraction from eSchoolData allows districts to obtain up-to-date information for a variety of purposes without requiring manual intervention.

[650.200.52/650.200.53](#) - PowerSchool Automated Data Extracts – contact Scott Michienzi ([smichienzi@e1b.org](mailto:smichienzi@e1b.org))

WNYRIC automates data exports from PowerSchool and distributes files to a third party vendor's site via SFTP or to a designated location in district. Automated data extraction from PowerSchool allows districts to obtain up-to-date information for a variety of purposes without requiring manual intervention.

In order to improve the data flow for state reporting, many of our data extract and load processes have already been automated. This allows the support teams to have additional time to support districts with understanding state data collection and reporting requirements and spending less time on manual exports and imports. We will continue to automate more processes when possible.

The state has implemented a state student ID, NYSSIS ID, which is generated by the state as data is submitted to SED for reporting purposes. This number ensures data for a student comes together at the state level regarding testing and other state needs. The NYSSIS ID is also in use for reports in the WNYRIC data warehouse in order to display assessment scores for students across districts in the region.

**13. Support for systems to evaluate instructional technology such as BrightBytes.**

Bright Bytes responded to an RFP on September 23, 2014. They have entered into contract negotiations and will be available starting January 1, 2015 after the contract has been executed.

**14. Add Apple and iTunes U to your list of 2 cloud based solutions.**

CSLO has been using and training on Apple and iTunes U for several years and the RIC has its own iTunes U location. CSLO has assisted districts with the creation of their own accounts. A district can work with a Model Schools professional developer to help accomplish this.

**15. Ongoing communication with Google and Microsoft with regard to their cloud based solutions for education**

The WNYRIC has arranged separate monthly meetings with the educational and technical support teams of Microsoft and Google. Microsoft and Google meetings will be held at the WNYRIC and over DL the last Wednesday morning of the month and second Thursday of the month respectively. These meetings will have different agendas each month as the tools and the technical knowledge set improves. We have also created a new service team for the sustained provisioning of Active Directory accounts securely to Microsoft and Google educational cloud environments.

**16. Finance Manager has not been upgraded as promised and is woefully out of date. - We need the upgrades to occur as needed with opportunities for input from the end users.**

Finance Manager has been upgraded with a new version called nVision. Two districts in the region have converted to nVision this year. In addition, an RFP process for additional finance systems was completed last school year with the assistance of many districts. This resulted in the determination to support two additional finance systems, Alio by Weidenhammer and K- 12 Enterprises. Contact Karen Markham ([kmarkham@e1b.org](mailto:kmarkham@e1b.org)) for more information.

**17. Provide continued support for local BOCES services that utilize the WNYRIC network infrastructure, ESPECIALLY Distance Learning and Media services, among others.**

WNYRIC personnel are members of the WNYDL Consortium that has monthly meetings. Hardware, software and support needs are discussed at these meetings. There is also a subcommittee of Advisory Council called FICA where hardware, software and support needs are brought forth by the local BOCES members

**18. Exchange has spam and backup features built in - please start utilizing these instead of forcing me to pay for your 3rd party systems. Most of your techs (including some of the mail team) have no idea what exchange/outlook is - please train them. Please inform more districts about laws and security regulation regarding email. Why do you not yet have a Microsoft Lync service? It's included with EES**

MS Exchange is supported by a dedicated team at the RIC and has been available for many years. Technicians in the district do not directly support Exchange/Outlook; those requests should come to the E-mail Services team whom are knowledgeable of the products and continue to learn more as new options are released.

Multiple MS Exchange backup options are available for an in-district server. The WNYRIC utilizes TSM backup when the solution is hosted at the RIC. The TSM option utilizes best practices with off-site tapes, encryption, and schedules. Microsoft Lync has been researched utilizing Microsoft Premier Services for the past 18 months. With the advent of new server software licensing models, our Unified Communications Team is piloting Lync.

**19. .... Please inform more districts about laws and security regulation regarding email.**

Records Retention and Security workshops and seminars are provided on a periodic basis by the WNYRIC. Future service information and user group meetings will continue to address this item.

**20. Additional student information system options would be appreciated.**

WNYRIC support for eSchoolData and PowerSchool began with an RFP process almost 10 years ago. In order to be cost effective and to maintain expert knowledge two systems were chosen by the districts in the region. There are some districts that choose to use a system that is supported by another Regional Information Center and cross-contracts have been processed to facilitate this choice. Supporting multiple systems adds to the costs for all districts.

**21. Student use of proxy sites to bypass content filtering**

Students and adults use proxy sites (which change daily) to access inappropriate sites. If the multitude of restricted categories is minimized, the use of proxies is greatly reduced. The use of daily delegated content filter reports in the hands of principals and supervisors then become a necessity so they can make decisions in regards to proper use of technology in the classroom, copyright concerns, and conversations with teachers as to accessing inappropriate content. Without this, the content filter is utilized as a security tool, which has new ways invented daily to bypass it.

**22. I strongly feel the idea of a 1:1 is the wrong direction to move. I'd like to see the support for a cross-platform student experience to empower our students to be able to engage with technology with flexibility.**

As part of our pilot program and also the philosophy behind CSLO, we offer a variety of supports to enable all students – not just those that have the 1:1 availability. Our pilot programs target a specific device or application that can be used in various ways depending on the instructional objectives of the class. We also provide pilots that incorporate the paperless classroom, content specific online resources, and flipping the classroom. We also advocate for lab/cart/center-based technology infusion and provide professional development on how to effectively integrate those into the curriculum.

**23. Lync, ...., SharePoint, ....., Cloud/Always on technologies**

Every district has different needs. The WNYRIC currently offers the following services regarding anytime/anywhere access. As this is an objective in the new 793 Plan, all process on this goal will be reported at the quarterly Advisory Council meetings.

650.843 - Lync – Unified Communications – for more information Carol McGowan or Kathleen McDonald

650.806 – SharePoint – for more information contact Rob Warchocki ([rwarchocki@e1b.org](mailto:rwarchocki@e1b.org))

[550.061.19](tel:550.061.19) – Classlink and [650.899](tel:650.899) – Stoneware are options for remotely accessing desktop applications.. For more information, contact Michelle Okal-Frink ([mokal-frink@e1b.org](mailto:mokal-frink@e1b.org))

**24. With Google EDU we are able to more easily get to general school files. There are times we need to files and/or applications inside our brick and mortar that aren't NAT'd. We currently have a method for using the RIC's VPN but this system isn't easy to navigate for most of our Administrators (the ones who need it most). When they are trying to VPN in to the System they are usually on a cellular device or using it as a hotspot.**

WNYRIC provides a free VPN for 5 concurrent users which is part of the district firewall. We do have a service for a more robust VPN environment which is easier to manage and attaches to Active Directory. [650.840.21](tel:650.840.21) Remote Access via the Web allows access to those secure files via a web page.

**25. Is there a GOOD inventory program out there that can be utilized by the RIC and the components? One that districts can login to and modify for locations and other pertinent**

The WNYRIC supports the QueCentre fixed asset and supplies inventory systems. There is data integration between QueCentre and the Erie 1 BOCES inventory system in order to keep the inventory data Erie 1 needs to track up to date.

**26. BYOD and management/support**

Districts work with Michelle Okal-Frink and their technical support staff from the RIC to discuss BYOD options including some mobile device management solutions. There are policies that need to support the change to BYOD and this will also be discussed. Determining how the devices will connect to the school network is a major discussion point as well as how the teachers are differentiating to accommodate different platforms. Contact Michelle for more information ([mokal@e1b.org](mailto:mokal@e1b.org))

**27. Single sign (SSO) on from any device from anywhere is a critical necessity.**

We are working towards this goal using DIMs and SIF and provisioning to instructional applications as well as cloud based applications. There is SSO for Webs That Work, My Big Campus and others already in place.

**28. Taking the MDM to next level and integrating with differentiated instruction such as espark.**

If a district has additional products, they can have them on the MDM for use. Contact Michelle Okal-Frink for more information ([mokal@e1b.org](mailto:mokal@e1b.org))

## **New Services or Value Add Requests to Already Existing Services**

The following will be new services or value adds to current services our teams will be working on. New services will be communicated to the field once they are in place. Some of the preliminary work and information is provided below where applicable.

**1. A. More support for Google and the ability to communicate with districts using notes or office 365. B. We have decided to adopt Google Apps for Education. We would like to see more offerings in this area.**

We have created a Cloud Team to support both Google for Education and o365 Education environments. Lifecycle Team technicians will be cross-trained in both platforms.

**2. A. Our Copier/Printers are a mess (and we just got new ones!) We need confidence that we have sufficient capacity and reliable equipment so that we can move away from a printer in every room, B. Print Management is upcoming???? Where was this 5 years ago?**

The print management service is the next phase in moving away from traditional print models and includes analysis of current total cost of ownership regarding current print environment which can be shared with school district staff and boards of education, guidelines on migrating to a pure HSNDP environment based on print management solutions for the educational environment, CSLO recommendations for alternatives to printing for instructional (online collaboration environments) and project management documents to aid with print migration with the printer vendors.

3. **A. Better data integration services between applications and state reporting flow is essential. (also under Services we already offer for those things we already do) B. Better Integration between programs like eschooldata into state reporting**

SIF School Interoperability Framework Service is now the SIF and student data integration service as the service will include best process for data integration based on the application requirements. The student team will analyze the applications, determine best process and implement an integration strategy using the appropriate tool(s).

In order to improve the data flow for state reporting, many of our data extract and load processes have already been automated. This allows the support teams to have additional time to support districts with understanding state data collection and reporting requirements and spending less time on manual exports and imports. We will continue to automate more processes when possible.

Data integration for use with DDI is successfully done through support your local BOCES as well as data integration from instructional applications through CSLO and the data integration WNYRIC services districts currently participate in.

4. **A. The death of inBloom was sad and premature. We need to be moving toward a data dashboard that allows a single point of entry for all of our data. We also need to update our enterprise-wide solutions (WinCap ad PowerSchool) to more flexible and robust solutions. B. Dash board to monitor and report on different data streams. Dash board to monitor data security, usage etc. C. Improving the data collection and reporting process would be the highest priority. (also under services we already provide for those aspects that we support)**

The state implementation of the data dashboard selection districts made should be ready by spring, without the use of the inBloom data store. SSO is planned for the EngageNY portal applications. Integrating data from several sources will continue to be a RIC service based on district product selection and available tools. We are exploring additional tools to use in WNYRIC services. eSchoolData has announced a new module, GuruBoards, that will provide assessment data from other products directly to the eSD user with the eSD login already in use. Pearson's SchoolNet product is one of the state data dashboard selections that allow single sign on for users of PowerSchool. The Data Warehouse team is working on a dashboard to display the state of readiness for data reporting based on what data a district has already submitted. In order to improve the data flow for state reporting, many of our data extract and load processes have already been automated

5. **Ensure data security and privacy. - Provide additional data tools that are easy to use and that generate custom reports. - Allow more efficient integration between supported data systems.....**

Will comply with any information provided by the NYS Chief Privacy Officer and communicate this to the field. Also see responses to item 3 and 4 above.

6. **We keep treating technology as a tool to assist us with doing the things we have always done. We need to start trying to figure out how technology can allow us to engage in instructional delivery (this is also in R & D)**

Through CSLO workshops and R & D pilot programs our focus is on moving into new models of technology integration with the benefit of becoming more effective and efficient. The entire focus of CSLO is to get the technology into the hands of the students so they can create, problem solve, analyze – all the goals of the ISTE and CCLS standards. Our offerings showcase all those options as well as in-district customization to start where your teachers are and take them to the next level.

7. **STEM/STEAM alternatives similar to (but less expensive than) Project Lead the Way would be of interest**

STEM/STEAM instructional support is offered via your local BOCES however technologies (software or hardware) can be acquired through the WNYRIC CSLO service and RFP process as described in the plan. STEM applications are available through the award of the STEM, mathematics and robotics RFP awards. A STEAM RFP will be released in April of 2015 and awarded for July 1.

8. **A. Ongoing communication with Google and Microsoft with regard to their cloud based solutions for education.....(also in things we already do because we have started) B. Google support, security and redundant internet connection.....**

Google support and security are being researched effectively with the monthly meetings with Google. A redundant internet connection is ideal, but not always possible, which is why both Google and Microsoft now have offline file capabilities within their technology.

9. **A. ... VMware View, ..., Microsoft Direct Access, Cloud/Always on technologies. B. With Google EDU we are able to more easily get to general school files. There are times we need to files and/or applications inside our brick and mortar that aren't NAT'd. We currently have a method for using the RIC's VPN but this system isn't easy to navigate for most of our Administrators (the ones who need it most). When they are trying to VPN in to the System they are usually on a cellular device or using it as a hotspot.**

Anytime/Anywhere access is an objective in the new 793 Plan; all process on this goal will be reported at the quarterly Advisory Council meetings. Because each district has their unique needs, the district should contact their CSR for technical planning.

10. **Definitely wifi on buses and school vans**

Research is currently being done in a pilot at CA BOCES.

## Smart Schools Bond Act

1. **With regard to Smart Bond planning, provide support to the Tech Directors in each district to be able to develop and implement a successful plan for their district**

As guidance becomes available through the Governor's Office, the WNYRIC will provide information through the WNYSmartSchools listserv and will have the information available in a localized repository.

2. **Increase consultant opportunities from BOCES to help optimize district long-term planning (also in services we already offer)**

We have many services around planning. If you would like customize planning, please contact your CSR (Maureen Taylor (716) 821-7447, [mtaylor@e1b.org](mailto:mtaylor@e1b.org), Erie 1 and Orleans/Niagara Regions; Jennifer Lilly (716) 923-655, [jlilly@e1b.org](mailto:jlilly@e1b.org), Erie 2 Region; Jean Rexford (716) 923-6515, [jrexford@e1b.org](mailto:jrexford@e1b.org), Cattaraugus/Allegany and Greater Southern Tier Regions with your needs and they will set up the meeting with the appropriate personnel. Some of our planning services are:

[535.006.04](#) - Long-Range Planning/Facilitation

This service may include planning for long-range district initiatives or facilitation of the planning for long-range district initiatives (for Erie 1 BOCES component districts only – if you are not an Erie 1 BOCES component, please contact your local BOCES for instructional long range planning)

[550.050](#) - Planning Services

This service is designed to assist the school district in the development of a technology plan to link curriculum, assessment, and instruction with technology. A long-range technology plan should address such issues as: district vision; data collection, analysis and reporting; uses of technology to support learning; equipment, wiring and software; implementation; staff development; support; funding; evaluation; along with communication of the plan to all stakeholders.

[550.880](#) - Instructional Local Area Network Planning

This service provides the design of an implementation plan based on the district technology plan. Local area network design is one item addressed by this service. The implementation service assigns a planning team to assist the school district in acquiring hardware and software as outlined in their district technology plan. The planning team will assist in the planning and scheduling of training as required by the plan.

[550.880.71](#) Instructional LAN Planning for Technology Projects

Planning support for WNYRIC staff in the implementation of instructional technology projects. (MPNs) Please refer to service code [550.880](#) for full service details.

[550.880.72](#) Instructional LAN Planning as Requested

This service provides for high level technical consulting for project planning. Please refer to service code [550.880](#) for full service details.

[550.885/650.885](#) Network Consulting, Management and Planning

Network consulting, management and planning in support of major district projects and/or ongoing network growth and development. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service may include consulting with other agencies employed by the district as needed.

[650.785](#) Long Range Planning Service

Technology plan development to link administrative and/or management needs to technology.

[650.839](#) District Hardware & Software - Aidable

This service provides budget planning for software and hardware necessary for a WNYRIC service.

[650.840.44](#) WAN Consulting, Management

Network planning, advice and consultation in support of major district projects and/or on-going network growth and development are provided. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service includes consulting with other agencies employed by the district as needed.

[650.880](#) Planning and Install Services

This service provides an implementation plan based on the district technology plan. Local area network design is one item addressed by this service. The implementation service assigns a planning team to assist with coordination of hardware and software acquisition as outlined in the school district's technology plan. Note: If the project is not implemented by the district, the RIC will assess and bill for the project design time at a prorated cost.

[650.889](#) Network Consulting Management and Planning

This level provides network consulting, management and planning in support of major district projects and/or ongoing network growth and development. This is a high-level consulting service that supports the district's strategic network objectives, encompassing local district needs and wide area network considerations while ensuring compatibility with the WNYRIC network as applicable. The service may include consulting with other agencies employed by the district as needed.

3. **I would like to see a regional approach using the Smart Schools Bond Act funding. Districts need to do more of the same, not different.**

As guidance become available from the Governor's Office we will provide information through the WNYSmartSchools listserv and hold meetings to assist regionally.

4. **Open Fiber to all the residents and businesses in our district and throughout NYS.** We are informing public libraries of the changes to Erate and the ability to receive fiber. We have been working with NY State Broadband and other broadband consultants not only in WNY, but throughout NY State on this initiative.

### **WNYRIC Support of the Future Broadband**

1. **If the new Broadband network will move support to the vendor, a plan to either reduce staff or redeploy staff to other field based positions should be developed.**  
Support of the actual fiber has and will always be Time Warner's responsibility, the new build is allowing them remote access to the equipment that will be located at each district. This should allow them to be more proactive in finding the actual location of the issue and allow for quicker time of resolution. We anticipate the same WNYRIC monitoring and support will be ongoing.
2. **Provide districts with bandwidth utilization reports and recommendations on what they would require in a 1:1 environment with ipads, chromebooks, BYOD etc.**  
The WNYRIC has invested in a "best in class" network utilization and monitoring tool. The Standards Committee is reviewing the reports now with the plan to make district staff have to ability to view their own reports in the future. This will help in planning, etc. An internal wireless site survey is also recommended for iPad, Chromebook and BYOD deployment.
3. **I will eventually be looking at a 10GB connection to the internet - we currently only can do 1.**  
The WNYRIC has requested the feasibility for 10GB connections in a handful of Districts that were requested by your regional BOCES support staff. The new build will allow the discussion of allowing multiple 1GB connections in all districts. This is a larger conversation as the current equipment in your district is designed to utilize 1GB connections and throughput. As the bandwidth is increased there will be a need to upgrade existing hardware to make use of the larger bandwidth being provided.
4. **Find ways to get districts more GB and at a lower price**  
The currently awarded broadband bid has a decrease in cost for the districts based upon a 1GB connection. Review and consultation with the NY State Broadband as well as broadband consulting firms are occurring on a weekly basis to advocate for additional fiber builds to WNY.
5. **A. Reliability. As Districts become more internet dependent, outages become more unacceptable. B. Continued reliability of room-based video conference systems device based video conferencing online and blended learning initiatives. C. it is mission critical to our districts that the network support the demands of synchronous video conferencing, for connections both inside and outside the WNYRIC WAN**  
The WNYRIC is very conscientious about trying to minimize any outage impacts for the districts. When there is an outage, the WNYRIC gets the correct resources on the issue ASAP and are reliant on our vendors' responses to issues. The WNYRIC has aggressively negotiated a very high standard within the service level agreement and the broadband bid specifications.

### **Research and Development (R & D)**

1. **Analysis if mobile devices have an impact on student learning**  
We have worked with many mobile device pilots over the last several years and have provided the data and info collected to each district. Determining the impact on student learning would require specific research that parents, students and districts would agree to in order to determine answers to specific research questions. The WNYRIC is working to partner with Higher Education to assist with the possible development of research that would be valid and assist with the collection of data.
2. **Research more effective student management systems and other data systems, and offer seamless upgrades to those better systems.**  
WNYRIC staff work collaboratively with the vendors of the products we support to get enhancements evaluated, programmed, tested and implemented in order to enhance the systems already in use and to make the most of the investment the district has made. Ensuring that state reporting needs are met is one of the main topics continuously reviewed. An RFP for transportation systems will take place this year. Contact Joann Lukasiewicz ([jlukasiewicz@e1b.org](mailto:jlukasiewicz@e1b.org)) regarding any suggestions.
3. **Support for systems to evaluate instructional technology such as BrightBytes.**  
Bright Bytes responded to an RFP on September 23, 2014. They have entered into contract negotiations and will be available starting January 1, 2015 after the contract has been executed.

4. **Communication with vendors other than Google and MS to investigate various solutions for education not just cloud based.**  
The WNYRIC research and development team works with multiple vendors throughout the year to investigate solutions. When solutions are found to be useful for schools in the WNYRIC, we work through the discussion or RFP process to allow access for the districts.
5. **We keep treating technology as a tool to assist us with doing the things we have always done. We need to start trying to figure out how technology can allow us to engage in instructional delivery**  
CSLO has been working with districts to determine their vision for technology and how successful integration into the curriculum looks like for individual districts. Technology planning assists with the plan for implementation and integration into the classroom. The technology integrator forums held throughout the region work to highlight best practices for school as well as successful integration models.
6. **A. .... Explore additional physical security / ID card options. B. ID cards for building access for staff and students.**  
We have asked NYSED in the past regarding building access cards and they have replied that this should be a building project. We do offer ID cards for applications such as lunch and library because there are services we provide to the district in addition to the ID cards. Since there is no other service around this, we do not offer this for building security. We do assist districts in planning this part of a capital project. For more information, please contact Jan Mathis ([jmathis@e1b.org](mailto:jmathis@e1b.org)). An RFP for an ID Card solution is under review, please contact Joann Lukasiewicz ([jlukasiewicz@e1b.org](mailto:jlukasiewicz@e1b.org)).
7. **How do we measure technological competence/readiness of staff?**  
In years past, districts have utilized technology surveys to determine readiness of staff. There are multiple surveys available. The WNYRIC does not highlight a specific survey tool, but can assist in the development of or utilization of a survey tool.

## Professional Development

1. **Professional Development opportunities in web based formats to circumvent scheduling and location-based impediments to delivery. Would also be helpful to negotiate state-wide the PD for staff (teachers, admin, techs) is a major priority of this goal for our district**  
Each year NYS Model Schools offers up statewide online professional development that we incorporate into our CSLO service. This is also part of the 793 objectives under CSLO. In addition the WNYRIC CSLO service is also offering full online professional development courses designed by RIC staff and utilizing Desire2Learn platform.
2. **.... Remote access to as many professional development resources as possible to circumvent scheduling and location impediments.**  
Included in the NYS Model Schools offerings are a wide variety of webinars at various alternative times for teachers. We also have customized Superintendent's Day activities to be webinar based where multiple districts can participate in the same webinars at the same time during a high-need day where we are limited in staff.
3. **Training for end users (this was under Goal #5, what else does your district need the WNYRIC to focus on to support this goal? WNYRIC Goal #5: Develop and provide data)**  
Training on any of the data dashboards will be supported by WNYRIC staff along with local BOCES data coordinators. As a RIC we will be supporting the dashboard implementation technically and with teachers so they can move forward with DDI plans.  
**PD for teachers...tech device use, management and curriculum development (Goal #6)**  
**CSLO continues to offer CBT Workshops** throughout the year as one-day regional workshops as well as customized in-district staff development and curriculum mapping through your local BOCES services.

## CSLO

1. **More robust professional development aligned to common core standards. - Better digital tools for SLO development and tracking, scanning of assessments, and APPR management (eDoctrina is a horrible piece of software but is the only game in town).**  
Our offerings for CSLO incorporate the CCLS as well as module connections for those districts using the modules. We have many content specific courses using technology workshops available at [www.wnyric.org/cslo](http://www.wnyric.org/cslo). CSLO RFP process also awarded various SLO development tools this past year to enhance the original list.
2. **ebooks that are vendor agnostic. I don't want to be tied into apple/google/amazon/sony/etc.**  
At this time ebook options are awarded via an RFP process for software and are included on the CSLO (i.e. Stora) – another alternative is to use open source ebooks and CSLO does workshops on how to search and obtain those.
3. **Focus on online course development**  
Each year NYS Model Schools offers statewide online professional development that we incorporate into our CSLO service. This is also part of the 793 objectives under CSLO. In addition, the WNYRIC CSLO service is also offering full online

professional development courses designed by RIC staff and utilizing Desire2Learn platform. Local BOCES assist with the development of courses for their districts under the Distance Learning CoSer.

**4. Improved collaborative environments for students**

My Big Campus is a RIC support option for collaborative environments. We also support other web-based applications that districts are interested in using such as Edmodo & Moodle (which is also supported by your local BOCES). CSLO is also able to provide sustained professional development on utilizing Google and Microsoft Office 365.

**5. PD again, but also more timely notification of PD opportunities.....If notice is short, being a small district with a lot of other things going on, the tech side of the equation often due to logistical considerations gets pushed**

Our annual CSLO session takes place annually in May where our listing of workshops is available – [www.wnyric.org/cslo](http://www.wnyric.org/cslo). The local CSLO planner should be in constant and early in the summer contact with the district person to plan out days we are available.

**6. Real analysis if the CSLO model is a waste of resources or has an impact**

We do have professional development evaluations that inform our work from each session offered. Specific research on applications (i.e. STAR, etc) is available for each district when reviewing purchases. Research from pilot programs has been taking place for years and is available to all districts surrounding the pilot options. Other types of research can be done in specific programs (i.e. the impact of flipping on Algebra achievement) as requested.

**7. Some users still need technology basics - the Organized digital classroom needs to be made available online as does the Resolving Tech Issues**

These courses can and will be incorporated into our Online Academy. This past year specifically we offered a Tech Boot Camp with the intent of targeting those that still need the basics.

**8. Staying on top of LMS options and training teaches to design and deliver blended learning would be key to me.**

We have many LMS options available for our local districts through the Erie 1 BOCES Distance Learning CoSer from our RFP process. Through Moodle and our expert blended learning staff, we offer these sessions to districts that are ready to take the plunge. You may contact your local BOCES for their DL CoSer options for Learning Management Systems.

**9. Support of PLTW. Equipment for at home students such as VGO, Google hangouts etc.**

PLTW is a program available through the Rochester Institute of Technology and they are the only certified individuals allowed to provide professional development around the program. Districts are able to purchase hardware that meets PLTW specifications through CSLO as they do not differ from most of the typical needs a district may have.

**10. i-Ready expertise and ability to provide quality training**

For all of our supported applications, the vendors provide us (and all RIC/BOCES that are part of the contract consortium) with quality turn-key training which we provide as the service to our districts.

## **Communication**

**1. Has the WNYRIC contained costs? There should be an economy of scale with technology services that isn't always realized. More cost containment or real savings should be realized.**

The following are examples of how we contained costs (not all inclusive):

- The new broadband contract negotiations
- Cooperative bidding for hardware and maintenance
- Use of coupons
- Power Management that directly impacts a district's energy bills
- Centralized build of enterprise software patch management servers so this cost is not incurred by school districts
- Core upgrade to 10 Gb x 4 capability ( 40 Gb) at less cost than current design
- Begin co-location research for the WNYRIC Data Center for cost effective and a sustainable and robust WNYRIC data center in the future
- Continue to work with Gartner and InfoTech in researching initiatives related to cost effectiveness for Infrastructure and Operations.
- Standardization of monitoring tools, more efficient and cross platform at sustainable pricing.
- Negotiated on behalf of all RICs policy of "no additional charge" for My Big Campus for the life of the active contracts with Lightspeed.
- Successfully negotiated with Xerox for \$41,000+ in refunds to school districts after other internal teams were unable to without incurring legal costs.
- Purchase of Service Now software in collaboration with other RICs to better support the initiative of RIC-wide shared services as well as better integrate current disparate programs used operationally by Erie 1 BOCES, also organized monthly collaboration sessions between RICs.
- Collaborative NY State Microsoft EES agreement allowed for "Level C" pricing which is 12% less in costs and provides additional cost effective tools for our school districts.

- Collaborated with other RICs for shared Microsoft Premier Support contract which is lowest price offered and has allowed our staff to have the highest level of incident support as well as training and design sessions with Microsoft engineers.
- 2. **A. Being sure to pass cost savings on to us, rather than redeploying those savings to the RIC. B. Costs structure within the RIC must be contained. Need to avoid over layering of costs thereby reducing net aid to Districts. C. Aid to Districts needs to be maximized, which means BOCES overhead costs need to be kept in line.**  
 Surplus is returned to the districts on an annual basis. As part of our pricing process, we review all open positions and analyze for correct replacement structure.
- 3. **reports that show costs and savings on a regular basis**  
 As part of our communication goals in the new 793 Plan, the WNYRIC will communicate information about costs and savings on a regular basis.
- 4. **Best practices report for CBT. If you use ipads we recommend the following keyboards, number of AP's, setup and config. if you use laptops we recommend the following ....**  
 Much of the decision on the type of hardware a district uses is dependent on every day instruction. The experiences of districts piloting PARCC last year were shared with technology coordinators and superintendents. As we continue to learn more, district experiences with different types of hardware/keyboards/wireless saturation will be shared.
- 5. **Data Governance**  
 Information regarding Data Governance will be continually shared through our Data Readiness site (<http://www.e1b.org/WNYRIC/WNYRICTopNav/DataReadiness.aspx>), in our DDC meetings, and webinars/conferences/workshops.

### **Miscellaneous**

1. **Continue to support the role of CIO**  
 We will continue to support District Data Coordinators (DDC/CIOs). If you have additional needs or concerns, please contact Maggie Maloney ([mmaloney@e1b.org](mailto:mmaloney@e1b.org))
2. **Better management personnel at WNYRIC to plan things out and communicate properly.**  
 Effectively communicating information regarding the objectives has been added to each one of the objectives.
3. **Vendor fairs and exhibits (such as are done at NYSCOSS and NYSSBA conferences) are helpful**  
 Digital Wave and Tech Fest are examples of vendor collaboration. Vendors are also present at some of the tech meetings.
4. **Please provide better training to your techs in regards to security. A number of them are very lax with this.**  
 Please contact Jan Mathis [jmathis@e1b.org](mailto:jmathis@e1b.org) with specifics related to the type of training needs. We encourage input on the unique needs of districts.